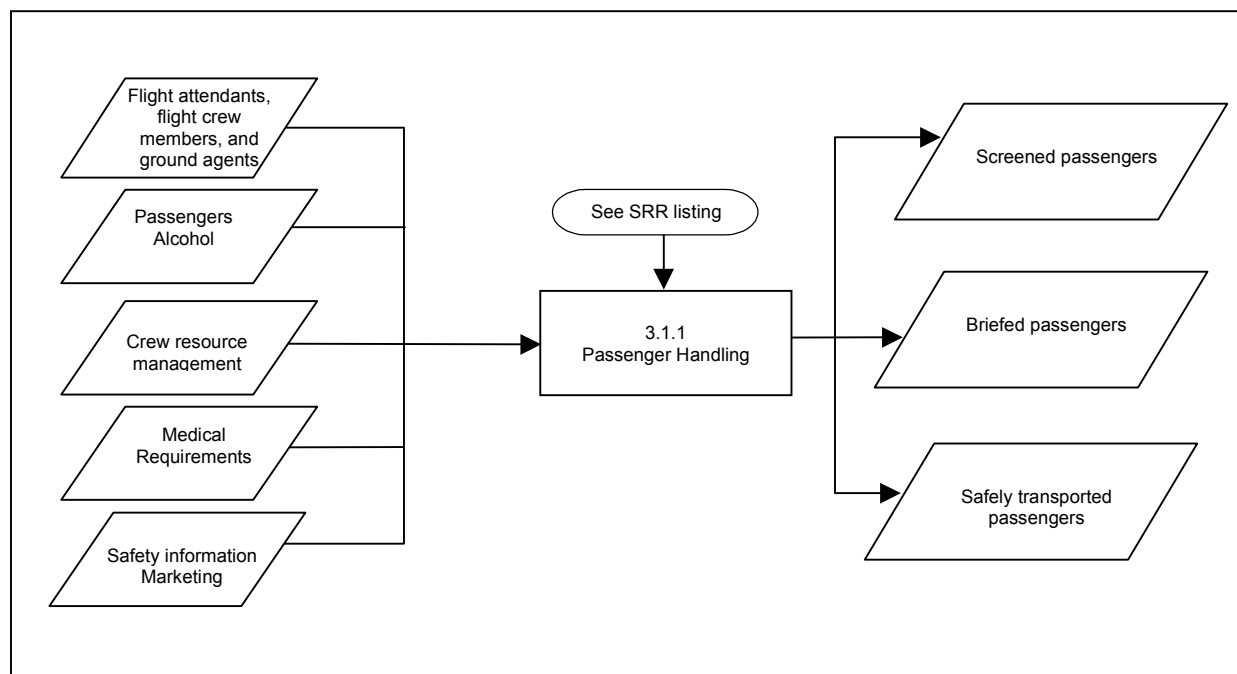


# Safety Attribute Inspection (SAI) Job Aid



## ELEMENT SUMMARY INFORMATION

**Element:** 3.1.1 Passenger Handling

**Purpose of this Element** (Air Carrier's responsibility): To provide a safe environment during passenger boarding.

**Objective** (FAA responsibility): To determine if the air carrier's Passenger Handling process includes safety attributes.

### Inputs:

- Flight Attendants, Flight Crew Members, and Ground Agents
- Passengers
- Alcohol
- Crew Resource Management
- Medical Requirements
- Safety Information
- Marketing

### Outputs:

- Screened Passengers
- Briefed Passengers
- Safely Transported Passengers

# Safety Attribute Inspection (SAI) Job Aid

## Performance Measures:

- No passengers were boarded who appeared to be intoxicated.
- No passengers were boarded that present a safety risk.
- Passenger information cards, specific to the make and model of the aircraft, were available to all passengers.
- Cabin environment was safe throughout the flight.
- No passengers became intoxicated during flight.
- All handicapped persons were provided transportation in accordance with the air carrier's procedures.
- No unauthorized passengers were served alcoholic beverages.
- Passenger disturbances were documented and communicated.

# Safety Attribute Inspection (SAI) Job Aid

## **SRR:**

- 121.571 (a - c), Briefing passengers before takeoff.
- 121.573 (a - d), Briefing passengers: Extended overwater operations.
- 121.574 (a - c), Oxygen for medical use by passengers.
- 121.575 (a - d), Alcoholic beverages.
- 121.583 (a - e), Carriage of persons without compliance with the passenger carrying requirements of this part.
- 121.586 (a - d), Authority to refuse transportation.
- 121.198 (e), Cargo service airplanes: Increased zero fuel and landing weights.
- 121.291 (a-d), Demonstration of emergency evacuation procedures.
- 121.311 (b, e, h), Seats, safety belts, and shoulder harnesses.
- 121.317 (f-h, l, k), Passenger information requirements, smoking prohibitions, and additional seat belt requirements.
- 121.327 (c), Supplemental oxygen: Reciprocating engine powered airplanes.
- 121.329 (c), Supplemental oxygen for sustenance: Turbine engine powered airplanes.
- 121.331 (c), Supplemental oxygen requirements for pressurized cabin airplanes: Reciprocating engine powered airplanes.
- 121.333 (e), Supplemental oxygen for emergency descent and for first aid; turbine engine powered airplanes with pressurized cabins.

## **Other CFRs and/or FAA Guidance:**

- Refer to appropriate Advisory Circulars.
- CFR Preamble:
  - 61 FR 56409, November 1, 1996, Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting From Federal Financial Assistance
  - 63 FR 10528, March 4, 1998 Nondiscrimination on the Basis of Disability in Air Travel

# Safety Attribute Inspection (SAI) Job Aid

## SRR SPECIFIC INFORMATION

SRR	Intent	Inspectors
121.571 (a)	To require the operator to orally brief passengers on safety related information pertinent to the flight.	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> ASI
121.571 (b)	To specify the content of and requirement for information cards available to each passenger	<b>Certification:</b> ASI <b>Surveillance:</b> ASI
121.571 (c)	To require the air carrier to describe in its manual all procedures for passenger briefing.	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI
121.573 (a, c, d)	To ensure that passengers are provided with a briefing and demonstration of floatation devices prior to flying overwater.	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> ASI
121.573 (b)	To require the air carrier to describe in its manual all extended overwater procedures for passenger briefing.	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI
121.574 (a - c)	To specify the conditions under which passenger medical oxygen may be carried and operated.	<b>Certification:</b> ASI <b>Surveillance:</b> ASI
121.575 (a)	To prohibit passengers from consuming alcoholic beverages not provided by the carrier.	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI
121.575 (b)	To specify the restrictions for serving alcoholic beverages.	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI
121.575 (c)	To deny boarding to passengers that appear to be intoxicated.	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI
121.575 (d)	To require the air carrier to report alcohol related disturbances within five days.	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI

# Safety Attribute Inspection (SAI) Job Aid

SRR	Intent	Inspectors
121.583 (a - c)	To specify the conditions under which certain passengers may be carried without complying with passenger carrying regulations.	<b>Certification:</b> N/A <b>Surveillance:</b> Operations and CSI
121.583 (d)	To require the air carrier's manual to contain procedures for the carriage of persons who do not meet the normal passenger carrying requirements.	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI
121.586 (a)	To specify the conditions under which handicapped persons may be refused transportation.	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI
121.586 (b - d)	To specify the documentation and distribution of written procedures associated with the carriage of handicapped persons.	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI
121.198(e)	TBD	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI
121.291 (a-d)	TBD	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI
121.311 (b), (e), (h)	TBD	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI
121.317 (f-h), (l), (k)	TBD	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI
121.327 (c)	TBD	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI
121.329 (c)	TBD	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI
121.331 (c)	TBD	<b>Certification:</b> Operations and CSI <b>Surveillance:</b> Operations and CSI

# Safety Attribute Inspection (SAI) Job Aid

SRR	Intent	Inspectors
121.333 (e)	TBD	<i>Certification: Operations and CSI</i> <i>Surveillance: Operations and CSI</i>
121.583 (e)	TBD	<i>Certification: Operations and CSI</i> <i>Surveillance: Operations and CSI</i>

# Safety Attribute Inspection (SAI) Job Aid

## 3.1.1 Passenger Handling

### **SECTION 1 - RESPONSIBILITY ATTRIBUTE**

**Objective:** To determine if there is a clearly identifiable, qualified, and knowledgeable person who is accountable for the quality of the Passenger Handling process.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Identify the person who is responsible for the quality of the Passenger Handling process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Passenger Handling process with the person.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Is there a clearly identifiable person who is answerable for the quality of the Passenger Handling process?	<input type="checkbox"/> YES    If yes, provide the name: <input type="checkbox"/> NO
2. Does the person understand the procedures associated with the Passenger Handling process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Passenger Handling process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Passenger Handling process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Passenger Handling process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
6. Is the responsibility of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has responsibility for the Passenger Handling process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
10. Does the person know who has authority to establish and modify the Passenger Handling process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO

# Safety Attribute Inspection (SAI) Job Aid

## 3.1.1 Passenger Handling

### SECTION 2 – AUTHORITY ATTRIBUTE

**Objective:** To determine if there is a clearly identifiable, qualified, and knowledgeable person with the authority to establish and modify the Passenger Handling process.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Identify the person who has the authority to establish or modify the Passenger Handling process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Passenger Handling process with the person.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Is there a clearly identifiable person who has authority to establish and modify the air carrier's policies for the Passenger Handling process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Passenger Handling process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Passenger Handling process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Passenger Handling process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Passenger Handling process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the authority of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has authority for the Passenger Handling process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the person know who has the responsibility for the Passenger Handling process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
11. Are the procedures for delegation of authority clearly documented for the Passenger Handling process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO



# Safety Attribute Inspection (SAI) Job Aid

## 3.1.1 Passenger Handling

### SECTION 3 – PROCEDURES ATTRIBUTE

**Objective:** To determine if the air carrier has documented procedures for accomplishing the Passenger Handling process.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Passenger Handling process to ensure that they contain who, what, where, when, and how.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Passenger Handling process with appropriate personnel to gain an understanding of the procedures.
4. Observe the Passenger Handling process to gain an understanding of the procedures.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Do written procedures exist to achieve the desired result of the Passenger Handling process:

1.1 Does the air carrier have written procedures to conduct oral briefings of passengers (including extended overwater, if applicable)? [SRR 121.571 (a), 121.573 (a)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.2 Does the air carrier have written procedures to supplement the oral briefing with information cards (including extended overwater, if applicable)? [SRR 121.571 (b)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.3 Does the air carrier have written procedures for briefing passengers (including extended overwater, if applicable)? [SRR 121.571 (c), 121.573 (b)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.4 Does the air carrier have written procedures for the use of medical oxygen by passengers? [SRR 121.574 (a - c)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.5 Does the air carriers have written procedures in place to prohibit consumption of passenger supplied alcoholic beverages? [SRR 121.575 (a)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.6 Does the air carrier have written procedures in place to restrict the service of alcoholic beverages? [SRR 121.575 (b)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.7 Does the air carrier have written procedures in place to deny boarding to passengers who appear intoxicated? [SRR 121.575 (c)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.8 Does the air carrier have written procedures in place to report alcohol related disturbances to the FAA? [SRR 121.575 (d)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A

# Safety Attribute Inspection (SAI) Job Aid

## 3.1.1 Passenger Handling

### SECTION 3 – PROCEDURES ATTRIBUTE

1.9 Does the air carrier have written procedures in place for carriage of passengers who are not required to comply with the normal passenger handling requirements? [SRR 121.583 (a - d)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.10 Does the air carrier have written procedures in place to refuse air transportation to handicapped passengers? [SRR 121.586 (a - d)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2. Do the procedures identify: who, what, where, when and how?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
3. Are the procedures in compliance with the CFR(s)?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
4. Do the procedures conform to other written guidance (E.g., Operations Specifications, FAA Orders, Airworthiness Directives, Advisory Circulars, Handbook Bulletins, Directives, and Manufacturer's Recommendations)?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
5. Does the air carrier have the resources to support the written procedures for the Passenger Handling process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
6. If alternate procedures exist for use during irregular conditions, do they achieve the same desired results as the primary procedures so that an equivalent level of safety is maintained? (E.g., a manual system used as a result of equipment failure.)	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A, No alternate procedures exist for this element
7. Are the procedures published in different manuals relating to the Passenger Handling process consistent?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
8. Does the air carrier have a documented method for assessing the impacts of procedural changes to the Passenger Handling process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO

# Safety Attribute Inspection (SAI) Job Aid

## 3.1.1 Passenger Handling

### SECTION 4 – CONTROL ATTRIBUTE

**Objective:** To determine if checks and restraints are designed into the Passenger Handling process to ensure a desired result is achieved.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Passenger Handling process.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Passenger Handling process with appropriate personnel to gain an understanding of the controls.
4. Observe the Passenger Handling process to gain an understanding of the controls.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Are the following checks and restraints built into the Passenger Handling process:

1.1 Does the air carrier have a standardized methodology for assisting employees in detecting intoxicated passengers?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
---	---

1.2 Does the air carrier have a standardized passenger briefing announcement for use by flight attendants?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
--	---

1.3 Does the air carrier have a method to ensure Is the passenger information card is applicable only to the aircraft type and model?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
---	---

1.4 Does the air carrier have a method of ensuring that each passenger has access to a passenger information card? [121.571 (b)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
--	---

1.5 Does the air carrier have a method for supplying medical oxygen for use by passengers?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
--	---

1.6 Does the air carrier have a method to ensure that flight attendants know how to administer medical oxygen?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
--	---

1.7 Does the air carrier have a method to ensure that all passengers are provided with the following:

1.7.1 Approved seat and safety belts?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
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1.7.2 Unobstructed access to exits?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
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# Safety Attribute Inspection (SAI) Job Aid

## 3.1.1 Passenger Handling

### SECTION 4 – CONTROL ATTRIBUTE

<p><i>1.7.3 Specialized briefings for handicapped passengers who may need them?</i></p>	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A
<p>2. Do the checks and restraints ensure the desired result is achieved for the Passenger Handling process?</p>	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
<p>3. Does the air carrier have a documented method for assessing the impacts of any changes made to checks and restraints in the Passenger Handling process?</p>	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
<p>4. Does the air carrier have the resources to support the checks and restraints for the Passenger Handling process?</p>	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO

# Safety Attribute Inspection (SAI) Job Aid

## 3.1.1 Passenger Handling

### SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

**Objective:** To determine if the air carrier measures and assesses the Passenger Handling process, to identify and correct problems or potential problems.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Passenger Handling process.
2. Discuss the Passenger Handling process with appropriate personnel to gain an understanding of the process measures.
3. Observe the Passenger Handling process to gain an understanding of the process measures.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. <Deleted>

2. Does the air carrier's Passenger Handling process include the following process measurements?

2.1 Does the air carrier solicit and analyze feedback from company personnel regarding passenger handling?

☐ YES    If no or N/A, explain:  
☐ NO  
☐ N/A

2.2 Does the air carrier periodically monitor company personnel performing passenger screening duties?

☐ YES    If no or N/A, explain:  
☐ NO  
☐ N/A

2.3 Does the air carrier conduct an independent evaluation of passenger handling?

☐ YES    If no or N/A, explain:  
☐ NO  
☐ N/A

2.4 Does The air carrier have policies and procedures regarding the involvement of the flight deck crew in resolving passenger incidents?

☐ YES    If no or N/A, explain:  
☐ NO  
☐ N/A

3. Does the air carrier document their process measurement methods and results?

☐ YES    If no, explain:  
☐ NO

4. Are the air carrier's process measurement methods effective?

☐ YES    If no, explain:  
☐ NO

5. Does the air carrier use their process measurement results to improve their programs?

☐ YES    If no, explain:  
☐ NO

6. Are the process measurement results accessible to the FAA?

☐ YES    If no, explain:  
☐ NO

7. Does the organization that conducts the process measurement have direct access to the person with responsibility for the Passenger Handling process?

☐ YES    If no, explain:  
☐ NO

8. Does the air carrier have the resources to support the process measurement for the Passenger Handling process?

☐ YES    If no, explain:  
☐ NO

# Safety Attribute Inspection (SAI) Job Aid

## 3.1.1 Passenger Handling

### SECTION 6 – INTERFACES ATTRIBUTE

**Objective:** To determine if the air carrier identifies and manages the interactions between the Passenger Handling process and the other element processes within the air carrier organization.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Passenger Handling process.
2. Discuss the Passenger Handling process with appropriate personnel to gain an understanding of the interfaces.
3. Observe the Passenger Handling process to gain an understanding of the interfaces.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Are the following interfaces identified for the Passenger Handling process:

*1.1 <Deleted>*

*1.2 Flight Attendant Duties/Cabin Procedures (Element 3.1.2)*

☐ YES    **If no or N/A, explain:**  
☐ No  
☐ N/A

*1.3 Airman Duties/Flight Deck Procedures (Element 3.1.3)*

☐ YES    **If no or N/A, explain:**  
☐ No  
☐ N/A

*1.4 Carry-On Baggage (Element 3.1.5)*

☐ YES    **If no or N/A, explain:**  
☐ No  
☐ N/A

*1.5 Exit Seating (Element 3.1.6)*

☐ YES    **If no or N/A, explain:**  
☐ No  
☐ N/A

*1.6 Carriage of Cargo (Element 3.1.8)*

☐ YES    **If no or N/A, explain:**  
☐ No  
☐ N/A

*1.7 Flight/Load Manifest/Weight and Balance Control (Element 3.2.2)*

☐ YES    **If no or N/A, explain:**  
☐ No  
☐ N/A

*1.8 Training of Flight Attendants (Element 4.2.4)*

☐ YES    **If no or N/A, explain:**  
☐ No  
☐ N/A

*1.9 Appropriate Airman/Crewmember Checks and Qualifications (Element 4.3.2)*

☐ YES    **If no or N/A, explain:**  
☐ No  
☐ N/A

# Safety Attribute Inspection (SAI) Job Aid

<b>3.1.1 Passenger Handling</b>		
<b>SECTION 6 – INTERFACES ATTRIBUTE</b>		
<i>1.10 Station Facilities (Element 5.1.5)</i>	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A	
<i>1.11 Safety Program</i>	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A	
<i>1.12 Manual Currency (Element 2.1.1)</i>	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A	
<i>1.13 Content Consistency Across Manuals (Element 2.1.2)</i>	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A	
<i>1.14 (Manual) Distribution (Element 2.1.3)</i>	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A	
<i>1.15 (Manual) Availability (Element 2.1.4)</i>	<input type="checkbox"/> YES <b>If no or N/A, explain:</b> <input type="checkbox"/> NO <input type="checkbox"/> N/A	
2. List any additional interfaces identified:		
3. Are there written procedures for the use of air carrier personnel in the application of these interfaces?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO	
4. Are there controls to ensure that interfaces occur?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO	
5. Are the interfaces between the Passenger Handling process and other processes treated consistently in the Manual(s)?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO	